

YWCA Supportive Services for Veteran Families (SSVF)

Eligibility Requirements:

In order for the veteran to qualify for Supportive Services for Veteran Families (SSVF) Rapid Rehousing, they must have served one day of active duty, be homeless, and be under 80% of Area Median Income in accordance with the department of housing and urban development. This program can serve any veteran as long as they were not dishonorably discharged from the military, and they do not have a general court martial on their military record.

To qualify for homeless prevention, the veteran needs to have a 10-14 pay or vacate notice from the landlord. The veteran needs to be behind on the rent a month or two. To qualify for Shallow Subsidy, the veteran needs to be able to pay half their rent and the SSVF program will pay the other half of the rent. The veteran must be in the household and on the lease in order to qualify for the above programs under SSVF.

Services provided by YWCA SSVF Team:

Rapid Rehousing is a 90-180 day program. We can help with financial assistance such as rent, security deposit and application fee. Our program can help with utility bills such as water, sewage, gas, and electricity.

Homeless Prevention up to 3 months of rent.

3 month reunification with family and we can pay for a bus, train, or plane ticket back home.

How the Process Works and Commonly Ask Questions:

- **Who does the eligibility criteria/intake?**

The YWCA SSVF case managers will gather all eligibility criteria and enroll all eligible veterans into the program.

- **What is Shallow Subsidy?**

Shallow Subsidy is a financial service and case management service that our SSVF program can provide. It is a two year program where we pay 50% of the rent and the clients pays their 50% of the rent. The case manager meets with the client monthly to ensure they are working on their housing stability plan, and they also meet with the landlord monthly, to ensure the client is following the rules of the housing complex.

- **What documents are needed from Landlords?**

The YWCA SSVF team will need a W9, the signed lease, and in some cases, an invoice from the landlord. For Shallow Subsidy, the landlords will need to sign an additional landlord agreement. Also, in order to generate the check, a payment voucher, which is a document used to begin the process of payment, will be filled out by the case manager and it will need to be signed by the landlord.

- **How long does it take to receive a response?**

The case managers will be in constant contact with the veteran and with the landlord. Once the payment voucher is signed, it then goes to our finance person who will generate the check request. Once signed by the approving authority, it is then sent electronically to the business office. It usually takes 2.5 days for the business office to create the check and mail it out.

- **How long it takes for LL to receive payment?**

It takes 7-10 business days but may be longer if the business day lands on a holiday.

- **How long does the assistance last and what services are provided?**

The veterans are in our program for up to two years.

- **What kind of support would you be providing to the veteran and who can the landlord turned to in case there is an issue?**

We offer mediation between the landlord and the veteran. The landlord can always call the case manager or the SSVF Program Manager if there is a case or an issue, especially with payments.

- **Who is the contact person for request of payment?**

This would be the SSVF case manager and the SSVF Program Manager

- **Who is the Case Manager assigned to the case?**

The YWCA SSVF has two case managers and a housing navigator. The case manager or housing navigator, who makes initial contact with the landlord, is the primary contact who is assigned to the case.